

Goal: SUSTAINABLE COMMUNITY DEVELOPMENT

Desired Community Condition(s)

Program Strategy:CODE ENFORCEMENT

49504

To protect the public - individuals and property - against public nuisances, health hazards, incompatible development, and ensure that all citizens have decent, safe, sanitary housing.

Department: PLANNING

- Service Activities**
- Zoning Code Enforcement
 - Housing Code Enforcement
 - Zoning Hearing Examiner

Strategy Purpose and Description

The purpose is to proactively and in response to community concerns enforce adopted city zoning, building and other land use related codes and regulations. Also actively respond to neighborhood and APD concerns about housing conditions and enforce the weed and anti-litter ordinance and the water conservation landscaping code.

Changes and Key Initiatives

Develop a "pro active" code enforcement program city wide.

Priority Objectives

Fiscal Year	Priority Objectives
2005	OBJECTIVE 11. Initiate a proactive code enforcement program targeted at improving neighborhood quality of life and public safety (weed, litter, and zoning) by the end of the third quarter, FY/05. Develop appropriate performance measures including inspections, citations, and the number of properties brought into compliance as a result of the program and include in the FY/06 Performance Plan.
2005	PUBLIC SAFETY, OBJECTIVE 4. To improve neighborhood quality of life and public safety, initiate 70 board-ups, 20 condemnations, 10 graffiti vandalism lawsuits in FY/05.

Input Measure (\$000's)

2001	110	110 GENERAL FUND	1,643
2002	110	110 GENERAL FUND	1,643
2003	110	110 GENERAL FUND	1,756
2004	110	110 GENERAL FUND	1,987
2005	110	110 GENERAL FUND	2,622

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
Ensure that all dwellings in Albuquerque are decent, safe and sanitary	% of city wide dwelling units that meet or are above standard.	2001			90%	
		2002	90%		90%	

2003	90%	90%
2004	90%	90%
2005	90%	

<i>Strategy Outcome</i>	<i>Measure</i>	<i>Year</i>	<i>Project</i>	<i>Mid Year</i>	<i>Actual</i>	<i>Notes</i>
Ensure that properties and individuals are protected against nuisances, health hazards and areas of incompatible development	<i>% of city wide properties that are not nuisance.</i>	2001			90%	
		2002	90%		90%	
		2003	90%		90%	
		2004	90%		90%	
		2005	90%			

Goal: SUSTAINABLE COMMUNITY DEVELOPMENT
Parent Program Strategy: CODE ENFORCEMENT
Department: PLANNING

Service Activity: Zoning Code Enforcement

4915000

Service Activity Purpose and Description

This service activity coordinates compliance with the Comprehensive City Zoning Code, Weed and Anti-litter, Water Conservation, Landscaping and other land use related ordinances. In order to assure compatible development and a healthy environment throughout the city. Enforcement is both proactive and complaint generated, and may include court prosecution. Customers include individual residents, neighborhoods, business operators, the development community, and public agencies. Customer conditions include requests for property maintenance, construction permit review, and business operations consultation, all as related to land use. All customer conditions are addressed. Continue to be a major part of the Nuisance Abatement Task Force in addressing nuisance property in the community.

Changes and Key Initiatives

Training of new staff members for enforcement program in combining the Residential Housing Code Division and the Zoning Division into the Zoning - Nuisance Abatement Division. Implementation of the non-conformance Ordinance. Expansion of field inspection areas to seven; provision of technical support to code review task force.

Input Measure (\$000's)

2002	110	110 GENERAL FUND	964
2003	110	110 GENERAL FUND	968
2004	110	110 GENERAL FUND	1,055
2005	110	110 GENERAL FUND	1,423

Strategic Accomplishments

FY04: Began enforcing litter, weeds and trash. Began training of staff for the "zoning sweep" initiative program.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Address verifications	2001			16,184	
	2002	16,000		19,693	
Address verifications	2003	16,000		25,562	
	2004	16,000	12,901	15,902	
	2005	20,000			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Business Registrations	2001			5,971	
	2002	6,000		6,831	
Business Registrations	2003	6,000		6,501	
	2004	6,000	3,234	6,683	
	2005	6,500			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Neighborhood site inspections	2001			14,031	
	2002	13,500		11,320	

Neighborhood site inspections	2003	13,500		11956
	2004	13,500	5387	11,401
	2005	13,500		

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Plans review	2001			9,953	
	2002	9,900		10,220	
	2003	9,900		11492	
	2004	9,900	5575	11,803	
	2005	10,000			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Zoning enforcement site investigations	2001			15,498	
	2002	18,500		20,941	
Zoning enforcement site investigations	2003	18,500		17658	
	2004	18,500	9663	19,337	
	2005	20,000			

<i>Quality Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Zoning Code Services are timely (based on customer survey)	2001			see notes	90% (Timely responses, accessible)
	2002	see notes		90%	90% (Timely responses, accessible)
Zoning Code Services are timely (based on customer survey)	2003	see notes		89%	89% (Timely responses, accessible)
	2004	see notes		91%	89% (Timely responses, accessible)
	2005	see notes			89% (timely responses, accessible)

<i>Quality Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Zoning Code staff are dependable (based on customer survey)	2001			see notes	92% (credible, support)
	2002	see notes		92%	92% (credible, support)
Zoning Code staff are dependable (based on customer survey)	2003	see notes		91%	91% (credible, support)
	2004	see notes		92%	91% (credible, support)
	2005	see notes			91% (credible, support)

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Zoning Code staff have good customer relations skills (based on customer survey)	2001			see notes	91% (concern, respect)
	2002	see notes		91%	91%(concern, respect)
	2003	see notes		92%	92% (concern, respect)
	2004	see notes		92%	91% (concern, respect)
	2005	see notes			91% (concern, respect)

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Zoning Code staff have high degrees of expertise (based on customer survey)	2001			see notes	91% (knowledge, accuracy)
	2002	see notes		92%	92%(knowledge, accuracy)
Zoning Code staff have high degrees of expertise (based on customer survey)	2003	see notes		92%	92% (knowledge, accuracy)
	2004	see notes		91%	91% (knowledge, accuracy)
	2005	see notes			92% (knowledge, accuracy)

Goal: **SUSTAINABLE COMMUNITY DEVELOPMENT**
Parent Program Strategy: **CODE ENFORCEMENT**
Department: **PLANNING**

Service Activity: Housing Code Enforcement

4916000

Service Activity Purpose and Description

This service activity enforces the Uniform Housing Code to ensure the dwelling (single family, multi-family, hotels, motels) in Albuquerque are decent, safe and sanitary. Housing Code receives complains from tenants, concerned neighborhood associations & referrals from other agencies. Proactive inspections are conducted. Housing Code will board up units considered a public nuisance and will also raze units condemned by the City Council to abate the nuisance. In addition, the Division frequently files criminal complaints with Metro Court in order to enforce the City's ordinance. Continue to be a major part of the Nuisance Abatement Task Force in addressing nuisance property in the community.

Housing Code will provide requested outside inspections to outside agencies, ie: real estate associations, neighborhood associations, Albuquerque Job Corp and FHA to determine existing or potential housing violations throughout the Albuquerque area. It will continue to support APD Code Team and street patrol officers in addressing crime ridden and deteriorated housing conditions.

Changes and Key Initiatives

Aggressive enforcement of the Public Nuisance ordinance (Safe Cities Program) has increased the demand for housing code enforcement services. Requests for services continue to increase in FY/05.

Code Enforcement has also established networking efforts with approximately 30-40 neighborhood associations in dealing with code issues. Housing Code Services continues to support two APD Code Teams with personnel in addressed crime ridden units and neighborhoods.

Input Measure (\$000's)

2002	110	110 GENERAL FUND	491
2003	110	110 GENERAL FUND	579
2004	110	110 GENERAL FUND	718
2005	110	110 GENERAL FUND	986

Strategic Accomplishments

FY04: Act as the lead agency within the Safe Cities Task Force in dealing with nuisance and/or dilapidated properties. Over 800 substandard structures have been brought into compliance.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Inspections (proactive and complaint generated)	2001			8,280	
	2002	6930		8675	
Inspections (proactive and complaint generated)	2003	7000		8164	
	2004	4500	3904	5,235	
	2005	8500			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Inspections requested from outside agencies	2001			675	
	2002	1560		2070	
Inspections requested from outside agencies					

Inspections requested from outside agencies	2003	1800		812
	2004	720	310	620
	2005	1000		

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Reinspections	2001			9,150	
	2002	7100		9100	
Reinspections					
Reinspections	2003	8500		6164	
	2004	10780	4174	12,110	
	2005	12,000			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
% of Housing Code telephone inquiries returned within 24 hours.	2001			95%	
	2002	95%		95%	
% of Housing Code telephone inquiries returned within 24 hours.					
	2003	99%		85%	
	2004	99%		98%	
	2005	90%			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
% of substandard properties brought into compliance voluntarily or by court directives	2001			80%	
	2002	90%		90%	
% of substandard properties brought into compliance voluntarily or by court directives					
	2003	90%		95%	
	2004	90%		99%	
	2005	95%			

Goal: SUSTAINABLE COMMUNITY DEVELOPMENT
Parent Program Strategy: CODE ENFORCEMENT
Department: PLANNING

Service Activity: Zoning Hearing Examiner

4917000

Service Activity Purpose and Description

As required by Ordinance, conduct public hearings pursuant to requests for special exceptions to the Zoning Ordinance. Primary customers are developers of residential and commercial properties as well as individual home owners seeking to improve their property. It is anticipated that public hearings on special exceptions will increase.

Changes and Key Initiatives

As a result of the expiration of the amortization period of 40 years regarding nonconforming provisions of the Zoning Ordinance, it is projected that there will be several thousand cases that will require a public hearing. The Zoning Hearing Examiner may be required to handle the non-conforming use cases which ultimately could total 5,000 to 7,000 cases.

Input Measure (\$000's)

2002	110	110 GENERAL FUND	188
2003	110	110 GENERAL FUND	209
2004	110	110 GENERAL FUND	214
2005	110	110 GENERAL FUND	213

Strategic Accomplishments

FY/04: Restructured Special Exception application to correspond with Case Tracking system.

FY/04: Implemented Bulk Mail account to promote cost effectiveness.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Conditional use cases	2001			235	
	2002	329		262	
Conditional use cases					
Conditional use cases	2003	362		243	
	2004	362	129	309	
	2005	362			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Non-conforming use cases	2001			1	
	2002	500		1	
Non-conforming use cases					
Non-conforming use cases	2003	500		1	
	2004	500	0	1	
	2005	500			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Other special exception cases	2001			0	
	2002	4		0	
Other special exception cases					
	2003	4		0	

2004	4	0	0
2005	4		

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Variance cases	2001			236	
	2002	308		192	
Variance cases					
Variance cases	2003	339		196	
	2004	339	80	270	
	2005	339			

<i>Quality Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
% of ZHE cases in which a decision is issued within 15 days of the hearing	2001			100%	
	2002	100%		100%	
% of ZHE cases in which a decision is issued within 15 days of the hearing					
	2003	100%		100%	
	2004	100%		100%	
	2005	100%			

<i>Quality Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
ZHE decisions appealed to City Council	2001			6%	
	2002	6%		13%	
ZHE decisions appealed to City Council					
ZHE decisions appealed to Board of Appeals	2003	6%		6%	
	2004	6%		6%	
	2005	6%			